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# Medical Home Port Program Under New Leadership and A New Roof

Filed under FLEET AND THE FLEET MARINE FORCE, FORCE HEALTH AND SAFETY, HOSPITALS (NO COMMENTS)

**Editors Note:** The Medical Home Port Program Management Office (MHP PMO) welcomed their Director this spring. Captain Maureen Padden assumed her new role as Commanding Officer, Naval Hospital Pensacola and was relieved by Lt. Cmdr. Debra Manning, MC. Manning holds a M.D. from Virginia Commonwealth University Medical College of Virginia and a M.B.A. from Pacific Lutheran University. Lt. Cmdr. Manning was instrumental to the launch of Medical Home Port (MHP) at Pensacola, one of the first Navy Medicine sites to adopt MHP and one of the more successful practices to date.

U.S. Navy Bureau of Medicine and Surgery, Medical Home Port Program Management Office



The Medical Home Port Program Management Office, is under new leadership, and we have continued to fulfill our goal to visit every Medical Treatment Facility in Navy Medicine. Upon completing a site visit at Guantanamo Bay, Cuba, in July, our team will have provided onsite training and performance feedback to all 27 U.S. Navy MTFs. As a follow-up to the site visits, we are in the process of conducting metrics briefs with Commands to review key metrics, recognize successes, and identify program improvement opportunities. This implementation

model has sustained fidelity to the model and facilitated two-way communication between the MHP PMO and sites about program strengths and areas for growth. Currently, Navy leads the Services in providing patient access to care and Per Member Per Month (PMPM) cost inflation has decreased, with outpatient inflation dropping from 7.7 to 4.8 percent.

To further validate Navy's MHP model among military and civilian standards, all Navy MHP practices will apply for Patient Centered Medical Home (PCMH) recognition from the National Committee on Quality Assurance (NCQA), an external health care quality organization, by fiscal year 2013. To date, 14 Navy practices have been recognized and another 53 practices are currently in the recognition process. Our recognition process has improved communication and knowledge sharing between the Services to improve our respective Patient-Centered Medical Home (PCMH) programs. We anticipate our recent move to the Defense Health Headquarters (DHHQ) will further improve our collaboration

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January 2015 (12)

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efforts as we are now co-located with our Tricare Management Activity, U.S. Army, and U.S Air Force PCMH colleagues.

The Navy’s Medical Home Port Program is our team-based practice to foster high quality, efficient health care delivery utilizing the talents of all team members in furthering the health of our patients.

Some of Medical Home Port Concept Include:

- **Increased Access to Care:** All beneficiaries capable of reaching their Medical Home Port team providers, as needed, through visits to the clinic or virtual tools (such as secure email). Same-day access to healthcare team providers will also be available after clinic hours, as needed.
- **Clinical Quality:** Beneficiaries will receive the highest quality of medical care, with an emphasis on disease prevention and wellness. Focus on improved management of chronic conditions through enhanced access to the right patient education materials.
- **Satisfaction:** tailor our clinic operations and staff interaction to each patient’s needs Build a relationship with one Medical Home Port team, who knows you and your healthcare needs.
- **Behavioral Health:** allow beneficiaries access to behavioral health staff within the Medical Home Port clinic.
- **Civilian Collaboration:** Align Medical Home Port to civilian standards for this model of healthcare delivery.

If you want more information regarding MHP, check out the [Navy Medicine MHP website](#).

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September 2014 (20)
August 2014 (14)
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June 2014 (8)
May 2014 (11)
April 2014 (9)
March 2014 (14)
February 2014 (7)
January 2014 (7)
December 2013 (7)
November 2013 (12)
October 2013 (7)
September 2013 (14)
August 2013 (13)
July 2013 (11)
June 2013 (22)
May 2013 (15)
April 2013 (14)
March 2013 (14)
February 2013 (14)
January 2013 (12)
December 2012 (11)
November 2012 (11)
October 2012 (7)
September 2012 (9)
August 2012 (12)
July 2012 (13)
June 2012 (17)
May 2012 (22)
April 2012 (14)
March 2012 (13)
February 2012 (14)
January 2012 (13)
December 2011 (13)
November 2011 (20)
October 2011 (22)
September 2011 (12)